



# WATER CONSERVATION COLLABORATIVE PROGRAM OPPORTUNITIES

November 9, 2021

# OVERVIEW

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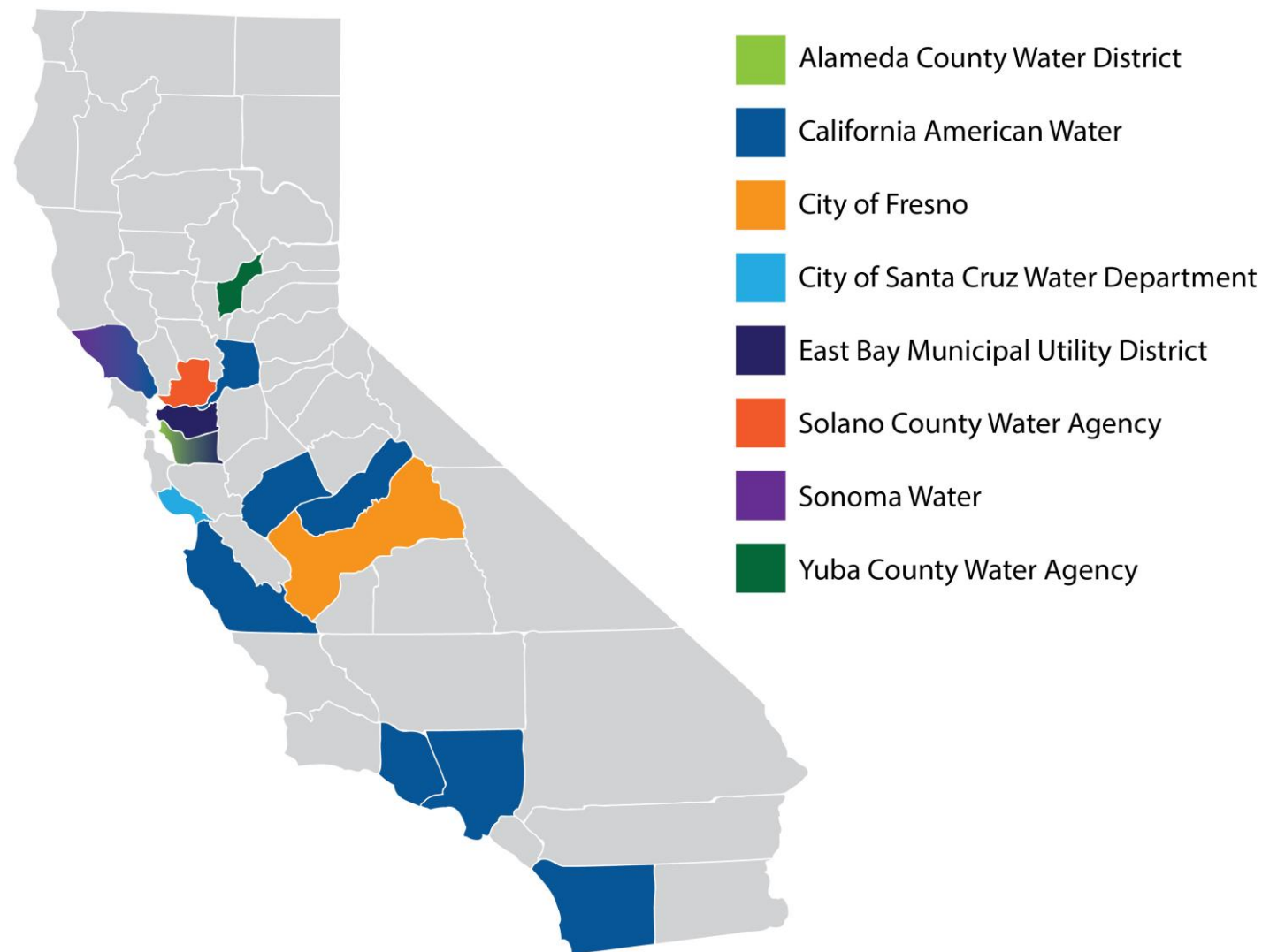
1. Who is Richard Heath & Associates, Inc. (RHA)?
2. Current WCP participants and program water and energy savings
3. Pathway 1: PG&E's Energy Savings Assistance (ESA) Collaborative Program
4. Pathway 2: Stand alone water conservation program opportunity
5. Water Conservation Program (WCP) Design
6. Measures offered within the program for customization

# WHO IS RHA?

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- Energy, water and outreach program implementor
- Partner of municipal and investor-owned utilities for over 40 years
- Provider of outreach, enrollment, direct installation, inspection and technical support services
- Program implementor for PG&E's low-income Energy Savings Assistance (ESA) program
- Administrator of PG&E's ESA water-energy collaborative programs
- Program administrator of water conservation programs throughout the State
- Currently works with a pool of over 40 vetted water and energy contractors

# WCP PARTICIPANTS



# WATER CONSERVATION PROGRAM PATHWAYS

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## Pathway 1



Collaborative water-energy program with PG&E's ESA program

## Pathway 2



Stand-alone water conservation program with RHA as program implementor

# PATHWAY 1: PG&E'S ESA PROGRAM OVERVIEW

Provides low-income residential customers with no-cost home improvements to make their home more energy efficient, safe and comfortable.



**Over 25% of PG&E residential customers meet income guidelines**



**48 Counties served by ESA in 2020**



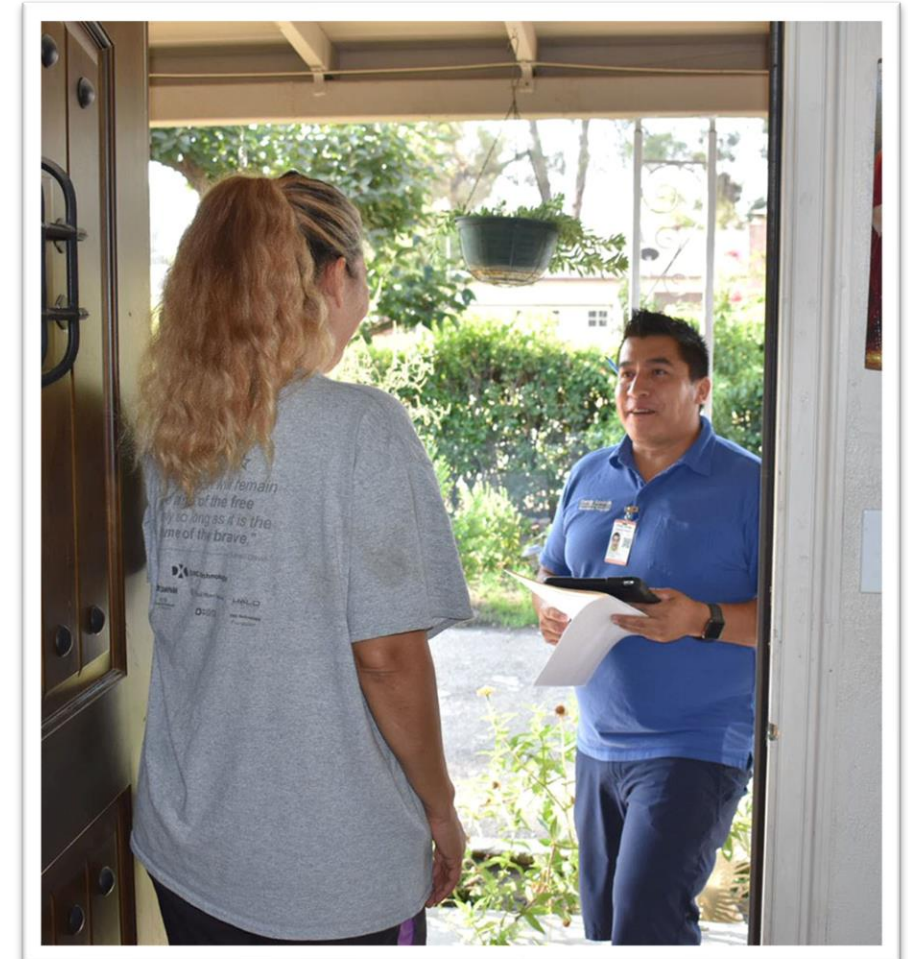
**67,171 ESA houselds served in 2020**



**Average cost per home: \$1,418**

# PATHWAY 1: PG&E'S CURRENT ESA SERVICES

- Home energy assessment
- Energy conservation education
- Customer acquisition and outreach
- Installation of energy savings measures
- Installation of HOT WATER measures:
  - Faucet Aerators
  - Low Flow Showerheads
  - Thermostatic Shower Valve
  - High Efficiency Washing Machines
  - Pipe Wrap
  - Water Heater Blankets
  - Water Heater repair/replacement





# PATHWAY 2: WATER CONSERVATION PROGRAM

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## Stand-alone program fully implemented by RHA:

Full program customization

Contract design and execution

Contractor vetting, negotiating, acquisition and training

Marketing campaign

Preparation of all program forms and legal documentation

Full administration of program captured in a custom database

Monthly check-ins

Quarterly reports

Annual / Final Pilot reports



# WATER CONSERVATION PROGRAM DESIGN

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## Program Design Basics:



**Cafeteria Style**



**Mix of interior and  
exterior conservation**



**Customer data  
sharing agreement**



**Quality assurance program**



**Data reporting and referrals**

# WCP MENU OPTIONS: INTERIOR MEASURES



**Toilet leak  
assessment**



**Toilet retrofit  
evaluation**



**Flapper  
installations**



**Ultra-efficient toilet  
direct installation**



**Toilet retrofit  
referral**



**Interior fixture leak  
assessment**



**Leaking fixture repairs  
or replacement**



**Agency supplied  
giveaway items**



**Water conservation  
education**

# WCP MENU OPTIONS: EXTERIOR MEASURES

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**Outdoor water  
usage assessment**



**Meter check and  
leak isolation**



**Leak Identification**



**Leaking fixture  
replacement**



**Turf assessment/  
evaluation**



**Sprinkler repair/  
replacement**

# WATER CONSERVATION PROGRAM SUMMARY DATA

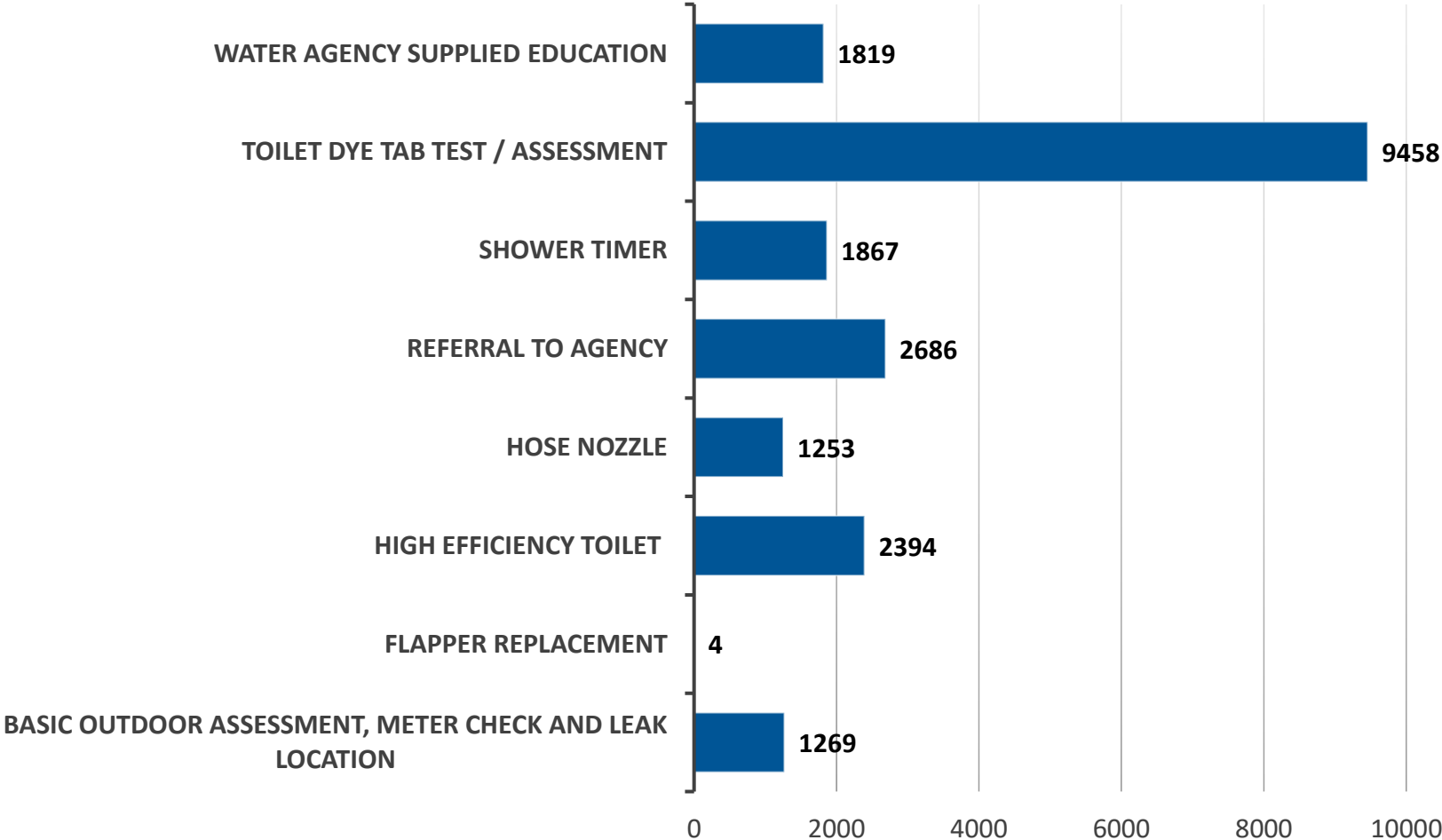


Data collected from **15 water conservation programs** over last **3 years**



**5,107** homes served

## Water Measures Served Since 2018



# WATER COORDINATION PROGRAM SCOPING



Provide information on potential program activity in agency service area



Determine which services are right for agency goals



Decide if pilot test makes sense



RHA develops turnkey program that meets specific needs

# WHY CHOOSE RHA?

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- 40+ years of experience providing services to low-income communities
- Pioneered the nation's most innovative and effective water and energy efficiency programs
- Full-suite program management firm
- Best practice strategies reduce testing and start-up costs
- Able to integrate with existing conservation models
- In-house IT and IS ensure reliability, accuracy, privacy, and on-demand data and reporting

# Questions & Discussion

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